Using the Call Center

- Use the toll-free number 1-800-403-0864 to call to the Call Center *and* FAX documents to the Service Center.

- Dial 1-800-743-3333 for TTY calls to the Call Center.

- If you are a V-CAN member or calling from an outside agency with a general or case-specific question, make sure to use the Third Party Inquiry option. On the main menu, select "8" for More Options, and then "4."

Submitting Applications and Supporting Documentation

- Use only blue or black ink on documents sent to the Service Center for processing. Red ink (from pens or stamp pads) will not show up on any documents sent to the Service Center.

- The Application Document Coversheet will be printed with the application or the signature packet after the online application is complete. The Application Document Coversheet should be used **for that application only** when mailing or FAXing supporting documents, such as a pay stub. Please do not copy the Application Document Coversheet for use with other applications. Each coversheet includes a barcode unique to that particular case.

- To achieve the quickest processing time, you should **not** include required documents and an internal coversheet in the same envelope or FAX with an Application for Assistance. Instead, you will FAX or mail two sets of paperwork for each application:
  - Application only (no Application Document Coversheet or other coversheet required)
  - Application Document Coversheet and supporting documents (i.e., pay stubs, rent receipts, etc.)

  NOTE: For the most efficient processing, each piece of required documentation should be submitted on an individual page. For example, if you are providing a photocopy of a driver's license and Social Security Card, you should copy each document on a separate page rather than copying both items on the same page.

- The Application Document Coversheet may be used more than once for the same case if you are sending supporting documents multiple times (e.g., the applicant has some documents one day and brings in additional documents the next day).

- Please remove all paper clips and staples from applications and required documents before mailing to the Document Center.

Using the Online Application

- There are a couple of ways to make sure your clients can quickly and easily access the Internet Screening and/or Online Application. You might want to make the start page (either the page where a client selects their county, or the "Start Here" page) your Home Page, a Favorite, or an icon (or shortcut) on your desktop:

  - To make the Screening/Online Application page your Internet Explorer **Home Page**, go to the Tools menu and select "Internet Options." At the top of the screen, you will see your current Home Page address. Click "Use Current" to change your Home Page to the one you have on your screen.

  - You can also add the Screening/Online Application to your Internet Explorer **Favorites** menu. Go to the page where your clients would start, go to the Favorites menu and click "Add to Favorites." Rename the Favorite to something your clients might recognize, like "Public Assistance Application."

  - You can also create an **icon, or shortcut,** on your desktop for clients to access the Screening/Online Application. Go to the page where your clients would start, select the File menu and click "Save As." Make sure you are saving the file to your desktop. Rename the icon/shortcut to something your clients might recognize, like "Public Assistance Application."

- Use the buttons at the bottom of the screen (in the Internet Screening) and top of the screen (in the Online Application) to move between screens – **DO NOT USE** the "Back" button at the top of your Internet browser to move between screens.

- Complete the following steps to print a blank paper application:
  - Go to www.in.gov/fssa
  - Click "Apply For Benefits/Manage Your Benefits"
  - Select your county
  - Click "Start Here" (or "Version en Español" for Spanish)
  - Click "Apply for Benefits"
  - Select program(s) – TANF, Food Stamps, Health Coverage
  - Enter name and address of applicant
  - Click "Print Application"

- Expedited Food Stamp cases will be processed at local DFR offices. If an applicant is found to be potentially eligible for Expedited Food Stamps in the Internet Screening, s/he will be instructed to visit their local DFR office to complete the application.

- Make sure to close the Internet browser (by clicking the "X" at the top right of the screen or selecting File, then Close, from the menu at the top left of the screen) after each use of the Internet Screening and/or Online Application. If you make the Screening/Online Application page your home page (see Tip #4), it will automatically come up whenever you open Internet Explorer or your browser.

- When an applicant has a suffix in their name, be sure to use all capital letters for the suffix (i.e., JR or SR). The applicant may select the suffix from the drop-down box or enter the suffix in all capital letters.

- A case number is assigned when the application and signature page are received by the Document Center. Once applicants receive the Pending Verifications notice, which lists their case number, they can check application status online using their last name, date of birth, case number and last four digits of Social Security Number.

- Use the following guidelines when entering the effective dates in the Resources and Income sections of the Online Application. Remember, if the applicant enters something incorrectly, it can be corrected during the interview.

  <u>Resources</u>

  - If the applicant is using the amount of their most recent account statement, then they should enter the date of that statement.

  - If the applicant is using a balance from an ATM withdrawal then they should enter the date from the withdrawal receipt.

  - If the applicant is estimating the balance at the time they are completing the application, then they may enter the date they are completing the application.

  <u>Income</u>

  - The Begin Date for employment should be the date the applicant started the job.

  - The Pay Date should be the last day the applicant was paid (rather than entering a future date when they anticipate receiving pay).

  - If the applicant was just hired for a job, the Begin Date would be a future date and the Pay Date would be when the date they anticipate receiving their first pay.

  - For Other Income (usually benefits, etc.) the applicant should enter the date they received their most recent payment; however, if the applicant was recently approved for benefits, the Begin Date should be the date they anticipate receiving their first benefit.